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1. EXECUTIVE SUMMARY

The City of Fairfield and the Solano County Library propose to construct and operate a 17,000 square foot library to serve the Cordelia area of west Fairfield. Currently, some 15,000 people live in the service area. The population is expected to grow to approximately 25,000 by the year 2020. The community is made up primarily of families, with 33% of the population 19 years old or younger. For many residents, access to public library service is effectively denied due to the distance required to travel to the Fairfield-Suisun Community Library and the transportation barriers that exist between Cordelia and other population centers.

The Plan of Service for the Fairfield Cordelia Library flows from several planning efforts initiated by the City of Fairfield and the Solano County Library. The Cordelia Area Task Force in 2001 made several recommendations to the City that would strengthen Cordelia as a community. One of those recommendations was the creation of a library within the service area. Also, in 2001, the County Library completed two planning efforts, a county-wide Library Facilities Master Plan and a Strategic Plan for library services. The Fairfield Cordelia Library and the services it would offer are a direct result of these planning activities.

The Fairfield Cordelia Library Plan of Service focuses first on creating a library facility within the service area that is accessible to all residents and that supports Cordelia's growing sense of community. The facility will be one of the first Solano County Library facilities designed to incorporate the Library's "new way of doing business", with an emphasis on customer empowerment and self-service.

The Library meet the community's needs, as identified during the Community Needs Assessment process by offering:

- Information services that ensure community members find the answers to their questions relating to their work, their academic studies and their personal lives. This includes access not only to a wide array of print and online information resources but also to information literacy training to enhance adults' and teens' information evaluation skills.
- Well-rounded, up to date collections of print, AV media and online information resources, attractively housed and displayed, that reflect the interests of Cordelia's adults, teens and children, and offered in an environment that encourages comfortable reading and thoughtful reflection.
- Children's collections and spaces that introduce young children and their parents to the joys of reading and ideas and encourage children to become lifelong readers.
- Curriculum and study support for students in grades K-12, including appropriate study spaces, training to improve students' research and information evaluation

- skills and orientation and training for high school students and their parents as they make career and college choices.
- Support and tutoring to improve the literacy level among adults in the community, both for English language speakers and for English learners.

These service goals tie directly to the community's library service needs, as identified by the Community Needs Assessment.

Electronic Technologies

Technology will be an integral part of the plan of service. The facility will offer forty public access computers, some in open access areas and some in a Computer/Study Skills Center. Laptop-ready reader tables and seating will be available throughout the facility. The entire library will be wired and cabled to support additional electronic equipment over time, to accommodate wireless technology as it becomes more feasible and to allow services and equipment to be reconfigured as service needs evolve. Express self-checkout equipment will be the primary means by which customers will check out materials. The meeting rooms and training areas will be wired and equipped to support electronic technology, including computer screen image, slide and cable TV projection and Internet access.

2. MISSION STATEMENT

The Solano County Library offers professional, innovative, cost-effective service by providing library materials, resources, information, entertainment and lifelong learning opportunities to enrich the lives of the people of Solano County.

3. GOALS AND OBJECTIVES

A. Library Roles

Strategic service goals were determined for the Solano County Library as part of its county-wide, community-based planning process, covering the years 2001 through 2004. This planning effort took place concurrently with the Cordelia area community needs assessment process. The Strategic Plan service goals incorporate Cordelia's service needs, as identified in the needs assessment study. They are as follows:

1. General Information

To meet the need for information and to answer questions on a broad array of topics related to work, school and personal life.

2. Current Topics and Titles

To fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.

3. Information Literacy

To address the need for skills related to finding, evaluating and using information.

4. Basic Literacy

To address the need to read and to perform other essential daily tasks.

5. Lifelong Learning

To address the desire for self-directed personal growth and development opportunities.

6. Commons

To address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

B. Goals and Objectives

Goal 1. General Information

Ensure that all Cordelia residents will be able to get answers to their questions on a broad array of topics related to work, school and personal life.

Objectives

- Maintain at least 4.5 FTE in Reference/Information service for all age groups.
- Provide round-the-clock information service through participation in the statewide 24/7 reference program.
- Provide online access to a catalog that includes access to the Fairfield Cordelia Library collection as well as approximately 1,000,000 items in the Solano, Napa and Partners (SNAP) consortium.
- Via SNAP, provide access to 19 online databases including encyclopedias, general magazine and newspaper indexes, specialized indexes such as business, literary, poetry and biography sources and homework assistance resources as part of the SNAP consortium.
- Provide access to online Tutor.com homework help sessions.
- Review online resources annually to ensure they are meeting the public's needs.
- Provide resources via Solano County Library's web page to help different user groups such as students with homework assistance or senior citizens with topical information.
- Increase electronic transactions, including Web site usage and online database usage by 10% annually.
- Provide Internet training sessions for the public, conducted by both staff and volunteer docents 3 times a week.
- Provide responses to reference and information queries via in-person, telephone, email and fax.
- Review customers' informational needs annually based on bi-monthly surveys of reference requests and in-house usage of materials.
- Evaluate customer needs through annual customer satisfaction survey.
- Train staff, through in-house and outsource trainers, on customer service techniques, use of databases, the Internet and library policies and procedures to ensure they have the skill set to provide good customer service.

Service Indicators

- Number of reference/informational questions asked.
- Number of inquiries from Cordelia residents fielded by Solano County Library's centralized telephone/email information service (located in another library branch).
- Number of electronic searches performed by people at the Fairfield Cordelia Library.
- Number and topics of workshops in which the staff receive training.
- Number of customers trained at weekly Internet training sessions.
- Customer satisfaction surveys.

How Service Addresses Community Needs Assessment

Cordelia is an active community of children, teens and adults who have many areas of interest, from current fiction to natural history and environmental concerns to local history. This goal responds to the needs assessment finding that residents want a library in their area with a well-rounded collection in a variety of formats to answer their questions that pertain to work, home and daily life. It also addresses the need for research materials to assist students with their homework assignments as well as provides quiet study space during evening or weekend hours. Customers will depend on staff to assist them in the use of the library and its resources.

Goal 2. Current Topics and Titles

Ensure that all Cordelia residents have access to a broad selection of print and AV media materials that support the enjoyment of reading and popular culture.

Objectives

- Provide multiple copies of popular titles, maintaining a ratio of one copy for every 3 reserves for all materials except DVDs which have a ratio of one copy for every 6 reserves.
- Promote self-serve holds by placing all holds on shelving in the public area.
- Achieve an express checkout rate of 80% of all materials on self-charge machines during the first year of service, with a goal to increase to 90% by the third year of service.
- Improve and expand print collections by 3% each year.

- Improve and expand audio-visual collections with an emphasis on books on tape/CDs by 5% each year.
- Create a targeted merchandising program to highlight selected areas of the collection through different types of displays and thereby increasing accessibility to those materials.
- Make new reserve books available within 5 days of receipt.
- Host a minimum of one adult and one youth book discussion group on a monthly basis.
- Increase overall circulation by 10% annually.
- Evaluate circulation statistics as well as circulation policies and procedures annually to determine effectiveness for customer service.
- Evaluate periodical collection annually to ensure it is meeting the needs of all age groups in the community.
- Survey library customers about their satisfaction level with materials and service.

Service Indicators

- Request fill rate - rate at which requests for new materials are satisfied.
- Percentage of materials checked out on self-charge machines.
- Percentage of increase of print and non-print materials.
- Frequency rate for replenishing displays.
- Circulation of materials in all formats.
- Circulation rate for targeted materials on display.
- Number of participants in book discussion groups.
- Customer satisfaction surveys.

How Service Addresses Community Needs Assessment

Many Cordelia residents are well educated and avid readers. This goal responds to the needs assessment finding that Cordelia area adults and teens want current reading materials and good books to read. By providing a good selection of audio-visual materials, it also addresses the request for videos and DVD titles as well as the needs of the many commuters who want books on tape or CD. The self-charge machines and self-service holds provide no-hassle convenience for those customers who want quick in and out service.

Goal 3. Information Literacy

Improve Cordelia residents' quality of life by enhancing their ability to evaluate the accuracy and usefulness of the information they gather, both in print and online.

Objectives

- Provide monthly instruction in the Computer/Study Skills Center to 20 participants of any age who want to improve their information search techniques.
- Develop an information literacy component that will be incorporated into all class visits and tours for middle and high school students.
- Produce information literacy guidelines to use for class visits and tours.
- Prepare print and web-based (mounted on Solano County Library's homepage) pathfinders for users who don't want formal instruction.
- In conjunction with the school district, provide a minimum of three on-line, 13.5-hour courses per year in the Computer/Study Skills Center to train 60 students to improve their information literacy skills.
- In addition to the courses offered with the school district, develop a program targeted at 6th grade students to introduce them to research techniques and how to critically evaluate print, non-print and on-line sources.

Service Indicators:

- Number of participants in information search techniques training sessions.
- Number of participants in class visits and tours.
- Number of students in information literacy skills courses.
- Number of students in research techniques sessions.
- Number of hits on Solano County Library's web-page on information literacy.
- Customer satisfaction surveys.
- Observations by library staff regarding customer information evaluation skill levels

How Service Addresses Community Needs Assessment

This information literacy goal addresses the need expressed by community participants, both adult and teens, who asked for Internet connectivity and computer search skills training. It also supports the goal of informational literacy for all students, as expressed in the Joint Use Agreement, to bolster students' ability to evaluate the quality of information

(print, media and on-line) they are using in completing homework assignments. Finally, this goal will support the improved performance of children and youth in the service area who participate in school testing programs, including Academic Performance Index testing and the California High School Exit Examination.

Goal 4. Basic Literacy

Improve the literacy skills of functionally illiterate adults living in Cordelia, both native English speakers and English learners.

Objectives

- Identify, match and train 25 English-speaking literacy tutor and student pairs the first year and increase to 50 the second year as part of the adult literacy component of Solano County Library's literacy program.
- Identify, match and train 15 adult English learners and their tutors the first year and increase to 30 the second year as part of the English as a Second Language (ESL) component of Solano County Library's literacy program.
- Plan and conduct four literacy workshops per year.

Service Indicators

- Number of tutors trained and sessions completed.
- Number of residents who participate in the adult literacy component.
- Number of residents who participate in the ESL component.
- Number of adult literacy and ESL students who report that they have met one or more of their learning goals.
- Circulation of literacy resource materials.
- Number of adult literacy and ESL students who use the Fairfield Cordelia Library at least once for a purpose other than literacy tutoring.
- Percentage of program participants who responded to a survey that the service made a difference to them.

How Service Addresses Community Needs Assessment

This basic literacy goal addresses the need to expand literacy services in Fairfield-Cordelia area. It is estimated 41% of adult Fairfield residents, including the Cordelia area, read at literacy levels 1 or 2, the least functional levels. While the specific literacy levels for Cordelia are not available, given that thirty-nine percent (39%) of the

population has a college degree, it is estimated the literacy level may be higher than the rest of Fairfield. However, the poverty level hovers around ten percent (10%) and there are two low performing schools with high populations of Hispanic students, leading to the conclusion that literacy is a factor. The need for literacy services is still strong in the Cordelia area, with fourteen percent (14%) of Cordelia residents in 2001 being Hispanic and another fourteen percent (14%) being Asian or Pacific Islander. This population includes many individuals who wish to improve their English language speaking and reading skills.

Goal 5. Lifelong Learning

Improve reading, study and research skills of preschool and K-12 students, provide college and career information for high students and adults and offer programs of interest to the community.

Objectives

- Provide two (2) story time reading programs per week (including a weekend) for children ages three to five (3-5) years old the first year and increase to three per week the second year.
- Present one (1) bedtime story time reading program per month for children ages three to six (3-6).
- Provide one (1) toddler story time reading program per week for children ages 18 months to three (3) years old and their caregivers the first year and increase to two (2) programs per week the second year.
- Provide one (1) lap-sit program per week for babies and their caregivers and increase to two (2) programs per week the second year.
- Provide seven (7) theme-based packages (Big Blue Bin of Books) of story time materials for day-care providers.
- Provide two (2) programs a year aimed at teaching parents and day-care providers how to use books with children.
- Provide a Summer Reading Program for pre-school and elementary school children to encourage and support on-going reading skill development.
- Offer Solano County Library's "*Be Opinionated*" Summer Reading Program for middle and high school children to encourage and support reading and writing skills.
- As part of collection development, select, purchase and evaluate print and non-print homework assistance materials throughout the year.
- Ensure that online Solano, Napa and Partners databases provide adequate homework assistance content by reviewing on an annual basis.

- Present monthly programs for school-age children on topics of interest and introduce related library materials to encourage further exploration of the topic.
- Produce study skills pathfinder and review effectiveness annually.
- Produce career information pathfinders and booklists biannually.
- Provide three (3) group study rooms for students, literacy tutors and learners and other users to work collaboratively on homework assignments, tutoring or other projects.
- Provide two (2) programs per year to students and their families to orient participants to career information and career choice decision-making strategies.
- Provide two (2) programs per year to adults on career topics.

Service Indicators

- Number of children participating in various story time programs.
- Number of times theme-based packages circulate.
- Number of attendees at using-books-with children programs.
- Number of children participating in Summer Reading programs.
- Number of school-age children attending monthly programs.
- Number of reference questions asked by students.
- Number of pathfinders and booklists produced and distributed.
- Number of group study room bookings.
- Number of participants in career workshops.
- Percent of people using the library who indicate on a survey that materials are useful to them in terms of lifelong learning.

How Service Addresses Community Needs Assessment

This lifelong learning goal will address several identified needs in the Cordelia area. Approximately half of Cordelia households include children under 18 years old living at home. During the Needs Assessment process, parents expressed a need for an introduction to reading for their young children, access to books that are at the appropriate reading levels, reading guidance, reading programs at convenient times and family literacy support.

Teens in the focus groups voiced a desire for an up-to-date, well-stocked collection on a variety of topics, with staff to assist with homework questions and a location to study

after school, in the evenings and on weekends. Students, literacy tutors and learners and other users will have access to dedicated, enclosed spaces to work collaboratively in private. These group study rooms answer the needs expressed by library customers of all ages for private meeting/study spaces that will eliminate incompatible uses and high noise levels in the library common areas.

The Career Center addresses the need to supplement the limited career center capabilities of the school district and will offer high school students access to career development materials and programs beyond the schools' hours of operation. For adults, it provides a well-developed collection of materials for self-education as well as information about different careers.

Goal 6. Commons

Create a public space that supports the Cordelia community's growing sense of identity and provides adequate room for a wide variety of meetings, forums, training and presentations.

Objectives

- Make meeting room available to community groups with a goal for two (2) meetings a week the first year and four (4) meetings a week the second year.
- Offer four (4) programs on topics of interest a year to residents including at least one National Issues Forum topic.
- Make group study rooms available with a goal to book them 60% of open hours during the first year and 70% the second year.
- Make Computer/Study Skills Center available for training sessions and individual use with a goal to use it 40% for training sessions and 60% for individual use during open hours the first year and 50% for training/50% for individual use the second year.
- Provide a business center with work counters and copying equipment to print and prepare a variety of school-related and business documents.
- Anticipate 1,000 people per day visiting the library.

Service Indicators

- Number of community programs scheduled per week.
- Attendance at all programs.
- Percent of open hours study rooms are used.
- Number of participants in computer training sessions.

- Number of customers using Computer/Study Skills Center for individual needs.
- Number of copies made.
- Number of library visitors per week.

How Service Addresses Community Needs Assessment

The Cordelia area is a rapidly growing, emerging community located in and around west Fairfield. Residents have been forced to drive almost ten miles to shop, dine out, see a film, visit the library, conduct business or participate in civic life. Cordelia's adjacency to the intersection of Interstates 80 and 680 has exacerbated residents' sense of isolation, with daily commute traffic gridlock. This Commons goal will meet the needs expressed by residents, during the needs assessment process and in the Cordelia Area Task Force Recommendations Report, for a civic presence and library in the Cordelia area. It also provides public meeting space in this community. It provides a sense of place to come together, to meet and hold civic discourse along with all the amenities that a library provides.

4. TYPES OF SERVICES OFFERED

A. Hours of Service

The hours of service for the library will be:

Day of the Week	Hours	Total Hours
Monday	10:00 am – 9:00 pm	11
Tuesday	1:00 pm – 9:00 pm	8
Wednesday	1:00 pm – 9:00 pm	8
Thursday	10:00 am – 9:00 pm	11
Friday	10:00 am – 5:00 pm	7
Saturday	10:00 am – 5:00 pm	7
Sunday	Closed	0
Total		52

Implementation Plan

The library will be open fifty two (52) hours per week with an emphasis on evening hours to accommodate the student and commuter populations. As funding allows, additional morning hours will be offered on Tuesdays and Wednesdays and Sunday afternoons. Funding is provided from Solano County Library revenue sources and a contribution from the City of Fairfield.

Most programming activities will occur during open hours; however the library is designed so groups can use the meeting room after the library is closed.

Implementation Steps Prior to Opening:

Time Frame	Implementation Step
18 months	Planning team, including administrative, automation, public service and PR staff, established for new library and master timeline of activities developed.
12 months	Solano County Library Community Relations Coordinator and Planning team develop media campaign to advertise hours, programs and services of new library.
10 months	Community Relations Coordinator works with new branch manager to finalize specifics of media campaign.
6 months	Plan opening day celebration in conjunction with other building tenants - City and Solano County Office of Education.
1-6 months	Media campaign launched.

B. Staffing

The staff will include:

Number of Staff	Position
One (1) FTE	Branch Manager
One (1) FTE	Children's Librarian
One (1) FTE	Young Adult Librarian
Two and one-half (2.5) FTE	Adult Services Librarians
One (1) FTE	Supervising Library Assistant to manage circulation and computer services
Five (5) FTE	Library Assistants to handle circulation tasks, assist customers with self-charge machines and trouble-shoot computer problems.
Nine (9) Part-time (19 hours per week)	Departmental Aides (shelvers).

Implementation Plan

The Library will be staffed during all open hours and staff will be available to assist customers with circulation, information and technological needs.

The Library will offer two staffed service points. One of these will be the Customer Service Desk (traditionally known as the Circulation Desk), at which customers can obtain help with the status of their library accounts, apply for a library card, pay fines or fees, inquire about other circulation related matters and receive assistance with Computer/Study Skills Center questions. The other desk will be the Information Desk (traditionally known as the Reference Desk), at which customers can find a staff member to assist them with their information needs or to locate materials within the library. In addition, staff will "rove the floor" to help customers at computer terminals, assist with self-charge machines and greet customers as they enter the library.

Customers will use their library cards to book time on computers in the library's Computer/Study Skills Center which uses time-out management software installed on the library's online system. This software will allow customers to schedule time on a computer, book a group study room as well as handle various other needs.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
18 months	Determine existing positions that can be moved from other branches to partially staff new library.

12 months	<p>Advertise, recruit, select and hire branch manager.</p> <p>Work with County Human Resources Department to create any additional new positions to staff the new library.</p> <p>Branch manager begins orientation to the community and the library system.</p> <p>Library automation staff prepares equipment and supply orders in conformance with Technology Plan for new facility.</p>
10 months	Advertise, recruit and hire any new positions.
4-6 months	<p>Select internal positions and staff to be transferred to new library. Staff invited to apply.</p> <p>Send new staff to required County training.</p> <p>Train new staff on Solano County Library and Solano, Napa and Partners policies/procedures and applicable automated system modules (e.g. circulation, public access catalog {PAC}).</p> <p>Planning and Fairfield Cordelia Library staff teams develop policies and procedures for operating new facility.</p>
1- 3 months	Staff moves in and prepares branch for opening (e.g. receive and oversee installation of furniture and shelving, shelve collection, set up marketing displays, set up computers, load all software, set up workroom and back of house areas).
Opening day	Open library to public with much fanfare.

C. Reference/Information Service

Reference/Information services for customers of all ages will be provided from the Information Desk. Staff with specializations in adult, young adult and children's services will help connect customers with the information they need and request. A collection of print, non-print and online resources will be available to assist them in this effort.

Solano County Library is developing a centralized telephone and e-mail information center with an 800 number to improve response time to call-in questions, county-wide. This service will allow the Fairfield Cordelia Library staff to focus their attention on the walk-in customers at the Fairfield Cordelia Library.

The library will provide access to 24/7, the statewide online reference service, and Tutor.com for homework assistance.

Training for the public on the use of online and other resources is planned. (See Section H. Computer/Study Skills Center and Study Skills Program Implementation Steps.)

Implementation Plan

Solano County Library is re-engineering its approach to customer service by deploying staff to where the customer is: primarily out on the floor as opposed to behind a desk. Trained staff will be scheduled to staff the Information Desk as well as “rove the floor” to assist customers and ensure that they receive immediate and expert help. Periodic testing of the accuracy and thoroughness of staff responses to customer questions is planned using the “secret shopper” technique of an unknown library expert visitor requesting information.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
6 months	Select, purchase and catalog print and non-print reference collection.
4 months	Train staff on search techniques for all online resources. Train staff on Solano County Library centralized telephone/email policies and procedures.
1-3 months	Shelve print/non-print reference sources.

D. Collections

The Fairfield Cordelia Library will offer a collection of books, magazines, newspapers, videos, DVDs, audio books on tape and on CD, music compact discs, and other media formats for adults, teens and children. The opening day collection will be approximately 25,000 volumes. By 2020, the Fairfield Cordelia Library will offer 47,000 volumes in these formats.

The collection will be selected to reflect community needs and a plan will guide these selections. The Solano County Library’s collection development policy will provide the foundation for this plan. Providing materials to meet the needs of this community will be the overarching goal of collection development.

Reference

The Fairfield Cordelia Library will provide materials in different formats to meet customers' informational needs. Types of materials include almanacs, atlases, dictionaries, directories, encyclopedias and biographical materials.

Online databases

The Library will provide access to online databases through the Solano, Napa and Partners Consortium. At present, nineteen (19) databases provide access to encyclopedias, general magazine and newspaper indexes, specialized indexes on business, biography, poetry, literature, census data and homework support. Access to these databases and the catalog are available 24 hours per day within the library and from remote locations.

Nonfiction

The Library will offer a wide variety of materials on different topics with different viewpoints represented. Lifelong learning materials for all ages will be provided to help supplement educational goals as noted in Solano County Library's strategic plan. Emphasis will be placed on parenting, health and healthcare (a medical facility will be built in close proximity to the library), home improvement, gardening, hobbies, auto repair, how to do it, homework support materials and college and career information.

Fiction

The Library will have selection of popular fiction and multiple copies of bestsellers. Genre fiction such as mysteries, romance, science fiction and westerns will be included. Classics that are read by the public in general and also requested to support homework assignments will be provided in multiple copies.

Audiovisual

The Fairfield Cordelia Branch will offer a well-selected collection of music, spoken word, movies, instructional and educational that will be provided initially in audio cassette, CD, video and DVD. Electronic books will also be offered. It is anticipated the types of formats will change as advances are made in technology. A strong collection of audio books will be offered, for commuters as well as students and the general public.

International languages

Initially, the Library will provide materials in Spanish to meet the needs of the large Spanish-speaking population in the rural service area. Types of materials will include original works of fiction in Spanish as well as English works translated into Spanish and novellas. Non-fiction will include material on parenting, health and healthcare, home improvement, how to do it, citizenship and learning English. Bilingual materials will also be purchased to support the ESL component of the literacy program. Audiovisual materials will include videos and DVDs, music on cassette and CD and instructional language tapes. The need for other languages will be assessed on a regular basis.

Magazines and Newspapers

Periodicals will be selected to support the interests of the community and provide current information. Back issues will be minimal (approximately 1 year) as the extensive online databases provide electronic back files. Newspapers will be selected that report local, state and national news.

Materials for users with disabilities

Large print books will serve adults and young adults who are visually impaired. For users with other disabilities, the library will provide videos and DVDs that provide text on the screen and spoken word cassettes and CDs (e.g. books on tape). Computers will be equipped with software to enlarge the screen font size and the background resolution will be enhanced so it is easy to use the catalog and online databases. The library will also deploy a screen reader/text synthesizer.

Children's materials

The Fairfield Cordelia Library will include picture books and easy readers in multiple copies to support story time activities, introduction to reading and learning to read activities. A good selection of fiction books in hardback and paperback will include standard works, award winning titles and popular series. The non-fiction collection will cover all topics with an emphasis on subjects to support homework assignments such as countries, missions, science fair projects and biographies. Spanish language materials in books, video, audio-cassette and CD formats will also be included.

Audio-visual materials will include music and spoken word audio-cassettes and CDs, educational and family films in video and DVD. Educational software will be mounted on the computers in the children's area to support reading, writing and math learning activities.

Young adult materials

The Library will focus on a browsing collection of fiction and non-fiction topics of interest to this age group. Materials to support homework assignments will be shelved primarily in the main non-fiction and fiction collection with a few housed in the children's collection. Music and spoken word audio-cassettes and CDs will be shelved in the main audio-visual collection for the library as well as videos and DVDs.

Implementation Plan

Since the branch isn't a reality yet, the collection development staff for Solano County Library will work with the library's book and materials' jobber to develop an opening day collection. The staff that operates the library will be responsible for collection development once the library is open. Because so many resources are available online, the size of the reference print collection will be monitored and evaluated annually to determine if it should remain the same size or shrink; thus freeing up shelf space for other materials or services. It is anticipated that Solano, Napa and Partners Consortium will continue to prudently add online databases. To quickly respond to customer requests,

daily delivery service will be offered to provide books and other materials to fill those requests when items are not immediately available in the Fairfield Cordelia Library's collection.

Staff will assist customers with all their library needs during all open hours.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
18 months	Collection development staff, in consultation with Planning team and Solano County Library's book and materials' jobber, completes initial order list of titles to be purchased for the opening day collection and establish timeline of activities. Automation staff set up new library code for catalog.
15 months	Technical Services staff begins initiating orders to purchase the opening day collection. Technical services staff ensures cataloging purchased for these materials is accurate. Technical services staff adds titles to catalog.
6-12 months	Collection development staff and new branch manager periodically review initial order list for gaps and/or to add current titles.
1-5 months	Collection development for new library turned over to branch staff. Collection delivered to new library. Last minute purchases made. Collection shelved. Daily delivery schedule established and implemented.

E. Programming

The Fairfield Cordelia Library will offer ongoing, regularly-scheduled programs targeted to reach several clientele groups: toddlers and preschoolers and their families, elementary grade students, middle school students, teens, adults and older adults.

Weekly story times for pre-schoolers, toddlers and babies and their caregivers will be offered during the daytime and bedtime story times for pre-school children through those in first grade will be offered monthly. These will be held in the Storytelling and Programming space in the Children's area.

Special programs for children will also be presented monthly and in concert with the summer reading program. Based on programs offered at other Solano County Library branches, these programs may include magicians, storytellers, Word for Word plays, fun scientists and animals with their handlers.

Poetry slams will be planned for teens as these have proved popular at all Solano County Library branches.

Book discussion groups for teens and adults will be developed.

Programs of interest to the community will be provided. Topics that have drawn crowds at other branches have included the effect of biosolids on the environment, financial planning and investments, and National Issues Forum subjects on death and dying and terrorism. Certainly because of all the gridlock in this area, programs on traffic and plans to ameliorate the congestion would be of interest.

Implementation Plan

Programming will be coordinated within Solano County Library's overall programming service to maximize effectiveness and staff resources. Programs will be publicized in the community and through the schools. Specific venues include Solano County Library's website, newspaper ads, community events and handouts and flyers placed in the City of Fairfield's satellite office on the second floor of the building and in the shopping center across the street. Programs will be scheduled to allow participation by a wide spectrum of community members, including events in the evening and on the weekend.

The library will consider creating a Teen Council to provide input on program topics and other methods of making the library relevant to this age group.

Staff will develop programs in conjunction with other Solano County Library branches and with Cordelia community groups in order to provide programs that meet the needs of these residents. Because of the predominance of families in this area, programs will be offered that focus on their interests. Staff with specializations in working with children and young adults will focus on developing and providing programs of interest to these age groups as 33% of the population is 19 years old or younger.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
18 months	Planning team includes programming activities in master timeline.

12 months	Branch manager develops overall program plan in conjunction with orientation to community and library system.
5-6 months	Youth services staff at new library works with branch manager to develop calendar of weekly and monthly reading programs along with other programs for children and teens per program plan.
4 months	Youth services staff at new library works with school staff to develop study skill programs for Computer/Study Skills Center and career programs as outlined in Joint Use Agreement. Branch staff develops book discussion group program for adults and teens along with other programming concepts for the community.
3 months	Branch staff works with Community Relations Coordinator on media campaign to advertise programs to Cordelia community.
1-2 months	Branch staff prepares and organizes materials needed to support programming activities.

F. Marketing, Signage and Wayfinding

The collection will be shelved in Dewey order on standard shelving so it is easy for staff and the public to locate materials. However, different parts of the collection will be shelved on retail-style display shelving to bring these materials to the public's attention and increase accessibility.

A signage consultant has developed signage standards for Solano County Library and these will be incorporated into the signage for the Fairfield Cordelia Library. Public wayfinding within the Fairfield Cordelia Library will be made as self-evident as possible to allow customers to find what they need themselves as often as possible.

Implementation Plan

To market high turnover items, best sellers will be shelved face out and located near the entrance. Audio-visual materials will be located in close proximity as these materials have proven to be high circulating items in Solano County libraries. Tabletop displays will be used to market materials on different themes or topics of interest. Shelving end panels will be designed to incorporate slat-wall shelving for mini-displays of books or other materials of interest. Staff will track how often they fill and refresh these displays as part of the evaluation of how well this marketing technique improves accessibility to the collection.

Signs will be developed in a 3-tier structure: 1) those that are required to meet ADA, health and safety regulations, 2) those that are permanent library signs such as “Information Desk” “Customer Service Desk”, and 3) those that can be changed as needed such as range finders indicating the call numbers for a particular shelf range or announcements of programs. For the latter, a standard holder will be designed that announcements can be slipped in and out of, to minimize staff’s tendency to zealously print signs to post all over the building, thus minimizing their effectiveness.

Carpeting, in the same color palette as the field carpet but in a different pattern, will be installed to direct customers to key points in the library such as the Express Checkout self charge machines, Customer Service Desk, Information Desk, Career Center and Computer/Study Skills Center.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
12 months	Signage consultant hired to oversee signage for new library, developed according to signage standards for Solano County Library.
10 months	Planning team and branch manager work with signage consultant on identifying all signage needs for new library.
8 months	Signage consultant develops signage package for bidders and identifies at least three signage firms capable of fabricating and installing signs.
6 months	Signage package out to bid.
2 months	Branch staff plans displays for opening day.
1 month	Signs installed (in coordination with building contractor). Branch staff prepares displays for opening day.

G. Literacy Services

Solano County Library has an extremely robust literacy program with multiple components: Adult, Families for Literacy, Reach Out and Read (pediatric literacy) and English as a Second Language. To date, the residents in this area have not participated in any of these programs in a significant way. With a library in their area, literacy learners and their families will have a location for tutoring. Residents, who are interested in tutoring will also have the convenience of a nearby location for tutoring which may provide an incentive to participate in the program.

The Fairfield Cordelia Library will offer space to literacy tutoring pairs who wish to work together at the library, in one of the group study rooms or in the open access area. Training for volunteer tutors will also take place in the library's meeting room. The library will also offer a selection of literacy books and other learning materials for the use of the tutoring pairs.

Staff and volunteers will also pursue opportunities to expand the *Reach Out and Read Program*. Through *Reach Out and Read*, the Solano County Library partners with healthcare providers to provide age and developmentally appropriate books for pediatricians and healthcare workers to give to parents during well-baby checkups.

Implementation Plan

Literacy staff, working out of the Literacy office at the Fairfield library, will advertise the literacy program in the library and in businesses and schools in the Cordelia area to recruit tutors and learners. These staff members routinely travel to the branches to interview and assess language skill levels of literacy learners and recruit and train literacy tutors. They will offer the 13-hour training sessions for tutors in the meeting room twice per year. A medical clinic affiliated with the local hospital will be built near the library. When completed, literacy staff will work with healthcare providers to establish the *Reach Out and Read Program* at the new clinic.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
6 months	Solano County Library Literacy staff initiates all-encompassing advertising campaign at Cordelia schools and businesses to advertise literacy program to community and recruits volunteer tutors and learners.
3 months	Literacy staff plans first training session for tutors that will occur within three months after opening new library.
1-2 months	Literacy staff works with branch staff to advertise and display literacy support materials at new library.

H. Computer/Study Skills Center and Study Skills Program

During Solano County Library's strategic planning process, residents said they saw the library as a place for technology training. The Fairfield-Suisun Unified School District

officials focused on study skills to support their goals of every student working at grade level and improving students' performance in major, standard tests.

The Computer/Study Skills Center will serve multiple purposes. Twenty (20) computers will be available for individual use when the center isn't booked for training classes. A variety of software programs will be available on each computer, which will also have access to the Internet.

As part of the joint use agreement, the District will provide educational software, which Solano County Library staff will load on the computers. A minimum of three times during the year, District staff will use the Computer/Study Skills Center to offer study skill classes that are 13.5 hours in length to students. Participants will be recruited from Rodriguez High School and Green Valley Middle School. The software will be available for use by anyone when not being used for the study skills sessions.

To supplement this training for students specifically, but also for other users in general, library staff will provide information literacy classes in the Computer/Study Skills Center. Participants will learn to evaluate the accuracy and usefulness of research information, particularly information available online.

Implementation Plan

Staff will install on computers in the Computer/Study Skills Center a variety of software programs, such as word processing, spread sheets and resume writing. They will also install the educational software provided by the District. Library staff will coordinate with District staff and schedule the study skills sessions at the District's direction. Staff will maintain the equipment and keep it and software versions current so residents have up to date tools at hand for their technological needs.

The library will provide regularly scheduled training classes, for teens, older adults and the general public. Staff will develop the information literacy course, pathfinders and booklists to support the program. Sessions will be scheduled once per week the first year and more frequently if they prove popular. Staff will also develop other computer training classes to offer to the community.

The Computer/Study Skills Center will be available all hours the library is open and customers can sign up for training sessions or use it on an individual basis when there is no training scheduled.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
10 months	Branch and automation staff work with school district to ensure study skill software ordered and to plan first study skill class.

6 months	Branch staff at new library develops calendar of training activities for Computer/Study Skills Center for first six months after opening including first of three study skill classes offered by District.
3 months	Information literacy pathfinders and booklists created.
2 months	Training materials developed for general public computer classes such as search strategies for online and other resources.
1 month	Study skill software loaded on computers in Computer/Study Skill Center. Branch staff familiarize themselves with all software, including study skill software, loaded on computers in Computer/Study Skills Center.

I. Career Center

The Library, City and the School District will also collaborate to offer a Career Center to give students access to college and career opportunities. Because the library is designed to have multipurpose uses of spaces, Career Center activities will occur in the following areas of the library:

1. Shelving

There will be a select, dedicated space in a central location within the library for display and housing of career and secondary education resource material, in print and AV formats that the District will provide. The library will select and provide supplementary materials to this collection. Tables will be located adjacent to these materials to make it easy to browse them. College applications, financial aid forms and California High School Proficiency Exam registration forms will be available.

2. Computers

The District will provide software that will give students access to career and college placement information. This software will be loaded on computers located adjacent to the material housed on the shelving noted above. The library will provide word processing and other software to allow resume preparation along with access to the internet to visit career and college websites.

3. Meeting Room

The District will also offer student/parent outreach meetings on college and careers using the meeting room in the Fairfield Cordelia Library.

The Center will also serve as a community link to the District's growing certification program that started in 2002/03. Beginning 2002/03, the school offers two certification programs in the health/medical and the web design fields, both of which will provide students with work opportunities in the community.

These resources will be available to all users of the library.

Implementation Plan

Library staff will assist students, parents and other users with college and career materials. They will keep the collection shelved and coordinate with the District to maintain current information. Library staff will load the software on computers and assist users in accessing this information. In addition, a minimum of two outreach programs to parents and youth will be held at the library in the fall of each year to orient participants to career information and teach career choice decision-making strategies. The library will offer two programs per year on college financial assistance for students and their parents.

Library staff will work with the District staff to track college placement trends to ensure the Career Center is meeting the needs of students.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
10 months	Branch and automation staff work with school district to ensure career and college placement software ordered.
6 months	Depending on opening date, branch staff may plan parent/youth outreach programs on college and career strategies with District. Depending on opening date, branch staff may plan college financial assistance programs. Select, acquire and catalog career and college materials to supplement those provided by District.
4 months	Career and college pathfinders and booklists prepared.
2 months	Branch staff shelves materials in Career Center and prepare displays to highlight this information.
1 month	All software loaded on computers in Career Center. Branch staff familiarize themselves with this software so they can easily assist customers.

J. Reading and Study Spaces

The Fairfield Cordelia Library will offer space to individuals and small groups who need space for reading and studying. Seating will be varied: at four-place reader tables, in lounge chairs, one-place tables in a quiet study area, at small conference tables in enclosed group study rooms, window seating or oversize armchairs for parents and children to read together. This variety will allow community members to find a space that fits their need.

The Fairfield Cordelia Library will offer ample seating at which students in elementary grades through high school can study individually or in small groups. Three enclosed group study rooms will be offered, two with seating for six and one with seating for up to twelve.

Implementation Plan

Seating will be available throughout the library during all open hours. Customers can reserve the group study rooms online, in person or by phone for groups or individuals. Staff will be available to assist in this effort.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
12 months	Planning team and branch manager will review furniture order to ensure it includes correct number and type of chairs, tables and other furnishings.
10 months	Furniture ordered.
5-6 months	Procedures for booking and using study rooms developed.
2 months	Furniture delivered and installed.

K. Meeting Room

An important part of the Commons goal of the library is to have adequate meeting space. Programs of interest to the community, reading programs for children, book discussion groups, literacy training for volunteer tutors and the programs associated with the Joint Use Agreement with the District will use the meeting room. It is anticipated community groups and organizations will use it, as well, based on comments from the residents.

The meeting room will provide the location for these programs. It is planned to accommodate up to 75 people when seated auditorium style or up to 40 at classroom style tables. The room will be equipped with adjustable lighting levels and ceiling-hung video projection equipment. It will be wired and cabled to support a variety of audiovisual and telecommunications activities, including cable TV reception, distance learning events, video programming and interactive demonstrations of online or Internet resources.

Implementation Plan

The meeting room will be available for booking all of the hours the library is open, when it isn't being used for library or library-sponsored programs. It can be used when the library is closed, by groups that have made arrangements for such usage.

Staff will provide programming activities such as reading programs for children (in addition to those scheduled in the story time area), monthly programs for school-age children, summer reading programs, poetry slams for teens and topical programs of interest. Literacy staff will use the room to provide training and other group literacy activities.

Implementation Steps Prior to Opening

Time Frame	Implementation Steps
12 months	Planning team and branch manager will review furniture order to ensure it includes correct number and type of chairs, tables and equipment.
10 months	Furniture and equipment ordered.
5-6 months	Procedures for booking and using meeting room developed per Solano County Library policy. Branch manager and staff inform community groups of meeting room policies and availability as they advertise new library to community.
2 months	Furniture and equipment delivered and installed. Branch staff develop calendar of library programs scheduled for meeting room and book them.
1 month	Branch staff book meeting room for community group activities for first three months after opening.

L. Partnerships with the Community

Solano County Library has an on-going goal to pursue meaningful partnerships in the communities it serves. For the Cordelia area this would include:

Fairfield-Suisun Unified School District

The existing joint use agreement details the clearly stated partnership among the Solano County Library, the Fairfield-Suisun Unified School District, and the City of Fairfield to provide study skills and college and career information to students. The information literacy training the library is developing will also have a direct benefit to school-age children. In addition, the library is exploring the idea of providing information literacy training to teachers so they can get service credits towards maintaining their credentials.

City of Fairfield

The City of Fairfield and Solano County Library have formed a strong partnership on this project. In addition to building the multi-purpose facility that will house the new library, the City is making a financial contribution to the operation of the Fairfield Cordelia Library building. The City will also have a satellite branch of City Hall upstairs from the library. A goal of the Library is to develop joint programming with the City's Community Services department and to collaborate to publicize City services and programs in the library by using the City's government access cable channel.

Friends of the Fairfield and Suisun Community Libraries

The existing Friends group will have a presence in the Fairfield Cordelia Library to sort and sell books and related materials that are donations from the community. After a few years of service, library discards will be included in the mix. The Friends provide strong support for the library in underwriting reading and other programs.

Solano County Office of Education (SCOE)

The County Office of Education will offer satellite services on the second floor as they have outgrown their space in the building located across the parking lot from the Fairfield Cordelia Library. This space will include training/meeting rooms and a technology center. The library is investigating areas to partner with SCOE. For example, SCOE operates the Regional Occupational Program for the school districts in the county and it may be possible for students at Rodriguez High School to take courses using the library's computer and meeting room areas. Also, SCOE plans to install a satellite link and the library may partner with them to provide distance learning courses in the Computer/Study Skills Center.

North Bay Medical Center

North Bay Medical Center will be building a new medical facility and clinic in close proximity to the library. The Solano County Library plans to expand its Reach Out and Read program to this facility.

Community groups and organizations

Homeowner associations have a strong presence in the area and library staff will work with them (Cordelia Homeowners Association, Green Valley Homeowners Association) and other local groups (Cordelia Rotary, Tri Valley Little League, Boy Scouts, Girl Scouts, etc.) to publicize events that are scheduled in the community. The meeting room will be available for community meetings.

5. OVERALL PLAN OF SERVICE FOR THE LIBRARY JURISDICTION

The overall plan of service is guided by two significant Solano County Library documents: the Solano County Library 20-Year Facilities Master Plan and the Solano County Library Strategic Plan, both of which were completed and approved in 2001. The Fairfield Cordelia Library and the services it will offer are an integral part of both plans.

The **Solano County Library 20-Year Facilities Master Plan (FMP)** was created in the year 2000 and approved by the Solano County Board of Supervisors in March 2001. This yearlong process involved extensive community involvement, from community leaders to regular residents, in the five communities served by Solano County Library. A number of focus groups were held to garner input from the community about the library services they wanted. The Library and its consultants solicited input from students, library users, library staff, business people, senior citizens, local government officials, families and cultural groups. Cordelia residents provided input at one well-attended meeting. Subsequent meetings were held with high school students and educators in the area. In addition to focus groups, circulation usage was mapped and surveys were administered. All told, over 2,000 people participated in the process.

Out of this effort, service level recommendations were developed using recognized library planning guidelines that were applied to Solano County needs. The Fairfield Cordelia Library is designed specifically with those guidelines in mind.

The FMP identified a new library to serve the Cordelia area as the highest priority for improving library service in Fairfield. See *Appendix A* for the Fairfield recommendations of the FMP.

Ideal Location for the Fairfield Library

In reviewing library service county-wide, the Solano County Library realized there was a void in the west Fairfield service area of Cordelia. Employing the site selection criteria developed in the Master Plan, the Fairfield Cordelia Library Project Management Team selected the optimal location. It is in the heart of the area's commercial district. The City has two existing bus routes to bring residents from all over the area to the library location. Those who live nearby can walk or ride their bikes. There is ample parking for those driving a car. Residents can combine library visits with other errands in a one-stop shopping excursion.

A new library in Cordelia will provide a strong civic presence and meet residents' informational, educational and recreational needs. It will allow both the City and Solano County Library to meet the needs of a large underserved community.

While the FMP was being developed, Solano County Library developed their third strategic plan. The **Strategic Plan** is based on Sandra Nelson's *The New Planning for Results* and dovetails nicely with FMP. It is a community-based document, in which a

committee of community members, representing the demographics of all the communities Solano County Library serves, looked at the needs of the county and how Solano County Library could respond to those needs. This committee selected several roles for the library and all members of the library staff had an opportunity to provide feedback. Based on staff feedback, the committee refined the roles to those expanded on earlier in this document: General Information, Current Topics and Titles, Information Literacy, Basic Literacy, Lifelong Learning and Commons.

The goals and objectives for service at the Fairfield Cordelia Library relate directly to the Strategic Plan process completed in 2001. See *Appendix B* for the text of the County Library Strategic Plan, 2001/2004.

The reality is that the Cordelia community needs a library. The Cordelia Area Task Force, created by the City to explore issues in Cordelia, noted in their 2001 Recommendations Report the need for a library. While the current library in Fairfield is only ten miles away, it feels like 100 to Cordelia residents due to the gridlock where I-80 and I-680 meet. Cordelia is located at this nexus and residents report they cannot get to “town” after 2 pm on weekdays or after noon on Fridays. The community has been vociferous in requesting services, particularly a library in their area. In terms of a library, to paraphrase Gertrude Stein, there truly is “no ‘there’, there.”

The Fairfield Cordelia Library will provide a full spectrum of library services, including a collection of books, audio and video materials, and magazines and newspapers. Solano, Napa and Partners Consortium’s steady development of online information resources, which residents can access, will have an impact on the size of the print collection. The opening day collection of 25,000 items will grow to 47,000 volumes of books and AV materials that should be sufficient to meet community needs.

Adequate seating for the public at reader tables, in lounge chairs and in small group study rooms, a community meeting room and a Computer/Study Skills Center are all part of today’s modern library and key elements of the FMP’s service recommendations. A robust technological infrastructure will allow usage of the library’s and users’ own personal computers in the facility.

Fairfield Cordelia Library Joint Use Agreement with the School District

The Joint Use Agreement focuses on study skills and college/career preparation. This focus supports District Strategic Goals (*Appendix C*) that state:

- “Every school in Fairfield-Suisun Unified will meet its Academic Performance Index (API), including targets for all student programs.”
- “By 2005 fifty percent of Fairfield-Suisun Unified seniors will have completed the course sequence necessary for admission to UC/CSU.”

- “By 2007 sixty percent of Fairfield-Suisun Unified high school students will be enrolled in or will have completed three classes in a designated certificate program.”

To support the API goal, school officials targeted improving study skills so that all students will read at grade level, will achieve grade level in math as measured by the SAT-9, and will be proficient writers as measured by the SAT-9 and District writing assessment.

A Career Center is the second focus of the agreement, to support college coursework and high school certificate programs,. The Cordelia area has a high percentage of adults (39%) holding a college degree, and the expectation of children in these families is that they will attend college. As an added bonus to residents, Solano Community College is a ten to fifteen minute drive from where most of the residents live.

6. TECHNOLOGY

Executive Summary

Electronic technologies will be an integral element to the Fairfield Cordelia Library plan of service. Fairfield Cordelia Library will have forty (40) public access computers offering access to bibliographic and holdings information for the library's collection which will be included in the over 1,000,000 items held by Solano, Napa and Partners Consortium libraries. Customers will be able to use the Web-based system to place holds, check their library accounts, renew material, book meeting rooms, search the Internet, access word processing as well as other productivity applications and schedule time on a Library computer. Users can access these services from within the library as well as remotely from home, business or school. The library's workstations will also offer access to special educational guidance software and information literacy software that supports the library's Computer/Study Skills and Career Centers.

Cordelia customers will have access to a substantial and growing number of online information resources that the Solano County Library is making available through its online system. This "online reference collection" is becoming an increasingly important component of Solano County Library's array of information sources.

The entire building will be wired and cabled to support substantial additions of new electronic devices over time as well as to allow reconfiguration of equipment to meet changing service needs. The meeting rooms and training areas will be wired to accommodate Internet access, slide projection, cable TV reception and a variety of other electronic technology applications.

Customers will be able to plug in their laptop computers and other portable electronic devices at most if not all reader seats within the library, to access the Solano County Library's online system.

Staff work areas and service points will be designed to accommodate concentrations of electronic equipment, to support the online system as well as to support future installation of wireless technology as its viability to support public library service increases.

Customer self-service will be a major focus of the facility, including the use of several express check-out self-charge machines that are expected to be used by most customers to check out their materials.

Each service response in the Plan of Service will incorporate a technology component.

Solano County Library's Three Year Technology Plan, which serves as the umbrella guideline for all libraries including Fairfield Cordelia Library, is attached (*Appendix D*) for reference.

Community Needs Assessment

The Community Needs Assessment found that Cordelia residents strongly want a library that has the space for materials, people, including meeting rooms and collections, but also had the latest in computer technology. Data collected from focus groups and user surveys clearly showed that Cordelia residents want computers in the library for access to the Internet and office software, connectivity to the school district and to other libraries. The Cordelia residents would also like the opportunity to bring in their laptops and “plug them in” at desks or chairs to work on school or work-related matters. The residents also requested that the meeting room include equipment for power point and video presentations and that one purpose for the library should be a “technology training center” for residents. As a result of this input, electronic technology will be an integral element of the Fairfield Cordelia Library’s overall service program.

Library Plan of Service

General Information

To meet the need for information and to answer questions on a broad array of topics related to work, school, and personal life.

As a result of public input from surveys and focus groups, electronic technology will be an important component of the Fairfield Cordelia Library’s overall plan of service. Residents want access to general and reference information about a variety of subjects in book and other formats. The Fairfield Cordelia Library will provide that access through its automated catalog that includes title and holdings information for over a 1,000,000 items held by Solano, Napa and Partners consortium libraries as well as 19 databases. Computer workstations, servers, networks, and other technology resources installed at the Fairfield Cordelia Library will enable visitors to the library to access their informational needs.

As the collection of online databases and electronic information grows over time, the Solano County Library’s collection development policies will evolve. Print reference collections are in decreasing demand. Materials budget dollars are being shifted to circulating materials and databases. These concepts have been factored into the plan of service for the Fairfield Cordelia Library.

Current topics and titles

To fulfill community residents’ appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.

The library will use technology to connect people to bestsellers and popular works so they can quickly find what they need. The library workstations, networks, and servers will allow visitors to access current resources of the library, from within the library, from home, school or from place of business.

Technology will be used to offer new and enhances services. For example, the Solano County Library has recently revamped its Internet website (www.solanolibrary.com). It offers access to the catalog and online databases as well as a wealth of information on library services and programs. It also includes a “Chapter a Day” online book club that offers visitors an excerpt from a book and entices them to read the entire work and discuss it online.

Technology will be used to make it easier for users quickly checkout their material, using one of the facility’s four express check-out machines. The Solano County Library has developed self-service strategies using electronic technology on a system-wide basis. The Fairfield Cordelia Library will be one of the first County Library facilities designed specifically to incorporate this new feature from the outset.

Information Literacy

To address the need for skills related to finding, evaluating and using information.

From the survey and from the focus group discussion, Cordelia residents wanted the new library to be a “technology training center” to help them use computers. In addition, the Strategic Planning committee identified teaching students and library users who wanted to know how to evaluate the information they find and if it is credible. Based on this express need, the Fairfield Cordelia Library will have monthly instruction in the Computer/Study Skills Center on how to use computers and electronic search techniques, including evaluating methods, to users of any age. Classes geared to 6th graders on how to critically evaluate print, non-print and on-line sources will also be offered. Software packages used during these classes will be available to library users during non-class times.

When training is not in session in the Computer/Study Skills Center, customers will be able to use those computers on an individual basis. Computer/Study Skills Center computers will also have a variety of software programs and office applications installed.

Basic Literacy

To address the need to read and to perform other essential daily tasks.

While Cordelia has a high percentage of well-educated residents, there are still a significant number who cannot read or write adequately and need to learn. The library will address this need by training tutors who can provide one on one assistance. In addition, the library will install basic literacy skills software on computers in the Computer/Study Skills Center for self-paced and self directed learning for both English language and English as a Second Language learners.

Lifelong Learning

To address the desire for self-directed personal growth and development opportunities.

The Fairfield Cordelia Library will focus on improving the reading, study and research skills of preschool and K-12 students, providing college and career information for high school students and adults and offer programs of interest to the community. The computer workstations, the software, the catalog databases, the computer presentation equipment, including video output, are all electronic tools to be used by residents to further their life-long learning opportunities.

The second floor tenant in the proposed Fairfield Cordelia Library is the Solano County Office of Education (SCOE). This agency is planning to install a satellite link for distance learning classes for their training facilities. At a future time, it may be possible to partner with them to provide distance-learning classes in the library's Computer/Study Skills Center. In addition, SCOE will have training facilities and the library may be able to partner to share resources.

Potential partners in terms of distance learning include Solano Community College, University of California, Davis and California State University, Sacramento to provide college courses online for residents.

Commons

To address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

The meeting room and Computer/Study Skills Center will be equipped with many items such computers with internet access, computer screen image projection, slide projection, video monitor display, sound system and cable TV reception. These technology tools will allow users to interact with other persons in the community during a meeting or training and include others in the meeting or training that are participating over the internet.

Technology and Joint Use Agreement with School District

The Joint Use Agreement with the Fairfield Suisun Unified School District incorporates a higher level of technology services at the Library with the offering of the computer study skills courses and the college and career software programs. Both of the programs will be supported by the library's technology infrastructure and meet the needs of the Cordelia service population.

The District will provide additional software that will be installed on computers in the Computer/Study Skills Center. This software will be integral to the three online courses offered during the year. It will be available for other students and customers to use when the courses aren't in session.

The District will also provide career software that will be installed on the computers adjacent to the college and career information. Library staff will assist students and their parents in using these materials.

On a more general note, Cordelia's youth are technology savvy, and make constant use of the computers at the Rodriguez High School Library when it is open. The library's forty public access computers are expected to receive heavy use by students, as well, for both individual and small group collaborative use. The library's selection of online information resources emphasizes curriculum support. Examples include: EBSCOhost Magazines and ProQuest Newspapers, Gale Literary and Biographical databases, SIRS Researcher, Encyclopedia Britannica Online and Columbia Granger's World of Poetry databases.

Technology Planning in Library Service

The Fairfield Cordelia Library facility will be planned around the concept of employing technology to its greatest advantage to enhance public services. The facility will be planned with enough space to accommodate the Facilities Master Plan recommendation of 1.0 computers per 1000 people in its service area.

The facility will open with forty public access computer workstations. These will be allocated in the following manner:

Library Area	Number of Workstations	Type of Workstations
Adult Area	8	Sit down
Adult Circulating Books Area	2	Stand up
Teens (Young Adult) Area	2	Sit down
Children's Area	6	Sit down
Career Center	2	Sit down
Computer/Study Skills Center	20	Sit down

Most computers will provide access to the catalog, online databases and the Internet. A few (one to three) will be dedicated solely for searching the PAC so there is quick access to the catalog.

The Fairfield Cordelia Library will be part of the Solano County Library System and will have on-line database access provided by the Solano, Napa and Partners Consortium (SNAP), which uses CARL.Solution as its Web-based integrated library system. The consortium has been operating successfully for over 10 years and includes Benicia Public Library, Napa City-County Library, Napa Valley College Library, St. Helena Public Library, Solano Community College Library and Solano County Library. The equipment for SNAP is owned by Solano County Library. SNAP is the backbone of Solano County Library's information resource distribution network and contains title and holdings information for Solano County Library's 562,000 items which are included in the over 1,000,000 items for the consortium.

Self-service electronic tools, such as PC scheduling, print management, and online registration for library cards and programs will be incorporated in the Fairfield Cordelia Library. A centralized telephone reference center located at another Solano County

Library site, will be used to augment the Fairfield Cordelia Library's information services. An automated telephone attendant system will also be implemented to provide callers with clearer instructions and more self-service options. Within the next 12 months, the Solano County Library plans to implement email notification to customers for reserves, overdues, and fines.

A technology plan (attached as Appendix D) for the Solano County Library system includes networking for voice and data services, standard PC workstations, data ports for laptops at selected locations, networked public printing and server presentation equipment.

Local and Wide Area Network Infrastructure

The County Library's wide area network consists of three 128K-frame relay lines and three T1 lines into Library Headquarters. Another T1 line connects Library Headquarters to the Internet service provider. The County Library also hosts six 128K-frame relay links and one T1 link to our partner libraries. Staff will work with network consultants to determine additional bandwidth needs and will meet them as necessary for the Fairfield Cordelia Library. At least one T1 line from the Fairfield Cordelia location will be connected to the central site network server. Upgrading current facilities to point-to-point T1 or DSL lines will be explored in order to accommodate increased traffic on the frame relay network from Internet traffic and the ILS.

Engineering strategy for the new Fairfield Cordelia Library

The Fairfield Cordelia Library will be constructed with ample electrical and cabling distribution to allow easy installation of additional workstations and easy relocation of equipment and furniture from one area to another as service needs change. Every point of connection within the building will employ concealed wire management strategies that allow easy access above or at the work surface, both to power and to library and external networks.

Staff work areas and service points will be designed to accommodate concentrations of electronic equipment, to support the online system as well as to support future installation of wireless technology as its viability to support public library service increases. Each staff workstation in both the public and back-of-house areas will be equipped with a computer. 10BaseT Category 5 or 6 plenum cabling. Some fiber optic cabling will be installed at the Fairfield Cordelia Library. A greater ratio of data drops to square footage will be installed in than Fairfield Cordelia Library compared to existing facilities to anticipate the future demand from residents. Prior to construction, Library staff will explore the possibility of installing small wireless networks in the Fairfield Cordelia Library.

For the current Solano Library system, there are currently 15 routers, 13 CSU/DSUs, 27 managed hubs, and assorted protocol translators, media converters, modems, and Ethernet switches deployed throughout the SNAP network. One router, one CSU/DSU,

and one managed hub will be installed at the Fairfield Cordelia Library. Where necessary other equipment may be deployed based on the advice of the Library's network consultant. Unmanaged hubs will be used as necessary to link clusters of PCs to the network.

There are two Unix servers to administer the network. The Library plans to install several new servers within the next three years. Among other things, these will be used to manage the PC scheduling software, a proposed NT/Windows 2000 network, a firewall, and email customer notification.

The Library's ILS is run on a Tandem Himalaya K2000 mainframe. It is anticipated that this will be replaced within the next year with a Compaq S7000 series model or equivalent. This will provide increased disk space memory and processing speed to better support the client/server environment of the ILS.

Network Connections And Internet Services

There are currently eight LANs throughout the County Library's six locations. Six of the LANs connect the branches to the ILS and the Internet through a WAN. The remaining two LANs connects Library Headquarters to the ILS and to the Solano County WAN. LANs will be incorporated into the Fairfield Cordelia Library. Each of the SNAP partner facilities also operate LANs, which are maintained by partner staff, rather than Solano.

Internet service is currently supplied by Cable & Wireless (formerly Exodus) on a twelve-month annually renewable contract. For the foreseeable future, service supplied by Cable & Wireless will be adequate. Another T1 may be run from the Library to Cable & Wireless to handle increased traffic out to the Internet.

Staff and Public Workstations

Staff work areas and service points will be designed to accommodate concentrations of electronic equipment, to support the online system as well as to support future installation of wireless technology as its viability to support public library service increases.

Staff workstations will be Pentium class, operating Windows software (the appropriate release available including office products) and include the necessary peripherals devices to conduct library operations.

Most, if not all, of the public reader seats will be "laptop-ready", that is, the table or chair at each seat will offer power and data connections to allow customers to plug in their portable computing devices wherever they sit, including the ability to connect to the Solano County Library's online system. The group study rooms will be also be wired to provide the same type of connectivity.

Networked printers, with print management software installed, will be provided as follows: three (3) in the public area (one for children and two for adults) and one (1) in the Computer/Study Skills Center. Printer software will also be installed to facilitate customer ease in paying for copies.

Customer self-service will be a major focus of the facility, including the use of several express check-out self-charge machines that are expected to be used by most customers to check out their materials.

Implementation Plan for Technology

The Fairfield Cordelia Library building will be built according to the following technological guidelines:

Electrical power, cabling and distribution

- Equipped with flexible, universal electrical and telecommunications to support current and future needs.
- Designed for twice the number of computer workstations and peripheral devices available on opening day.
- Horizontal cable runs don't exceed a maximum of 300 feet.
- Ability to reconfigure placement of electronic equipment throughout the public space to meet changing service needs.
- Cellular deck or raised flooring will be used in selected areas of the building.
- Electrical closets, conduit and raceways will be sized to house electrical and cabling needs for all building systems, including electrical power, fiber optic and coaxial cable, telecommunications, security and emergency wiring.
- Electrical power for the computers and other electronic equipment will be "clean" to ensure a reliable level of power distribution.

Wire management

- Each workstation for the public and staff will have concealed wire management.
- There will be easy access above or at work surface to power and to library and external networks.
- Data and power interface between the building and furniture will be easy to use, difficult to damage and tucked away from traffic.

- Conduit will be sized to Category 6 Ethernet cable at 100 Mbps, which is the County's current standard. Solano County Library currently uses Category 5 and will assess at the time the building is designed whether to use Category 5 or 6.
- Outlets will be color coded for voice, data and other systems.
- In the meeting room and Computer/Study Skills Center, electrical and data wiring and cabling will support online interactive demonstrations and instruction, distance learning capability, video projection and sound reinforcement, including assistive listening devices.

Wireless communications

- Building designed to utilize wireless technology in the future. Staff will explore deploying wireless devices that provide access to Solano County Library's electronic resources for use by roving staff.
- Ceiling/plenum areas will support both power and data cabling to connect wireless base stations.

Data network

- All equipment and cabling purchased for the wired and wireless networks will adhere to the latest technical standards.
- There will be standardized jacks and cabling support systems.
- Wiring will be color-coded, tamper-resistant, numbered and easily accessible by the staff but not the public.
- Network access from the meeting room and other areas available for after hours use will be isolated from the library's internal data network.

Library staff will provide assistance in the technological arena by:

- Providing assistance to all users on all technology equipment, including self-charge machines and access to the catalog, databases and the Internet during all open hours.
- Offering computer classes in the Computer/Study Skills Center on topics of interest to all users.
- Assisting District staff and students with online Study Skills software and assisting the public in general when classes aren't in session.
- Helping students, families and all users with online college and career database.

- Recruiting and training volunteer computer docents to assist users with the catalog, online databases and the Internet.

Implementation Steps Prior to Opening:

Time Frame	Implementation Steps
24 months	Automation staff provide input to architectural team on technology specifications, electrical power, cabling, wire management and network requirements for new library.
18 months	Technology activities incorporated into master timeline by Planning team. Architectural specifications reviewed to ensure technology specifications accurate and include future expansion capability.
12 months	Furniture specifications developed with concealed wired management incorporated into them as well as laptop readiness capability for study tables and lounge chairs.
10 months	School District orders study skill and college/career software.
6 months	Automation staff assist branch staff in developing computer classes on topics of interest to community. Computer equipment ordered.
3 months	Office application, print management and printer software ordered.
2 months	Computers installed and configured in Computer/Study Skills Center and in the public access area. CARL.Solution software installed and configured on all computers.
1 month	Office application, study skill and college and career software installed on designated computers in Computer/Study Skills Center and in the public area.

Future enhancements for Fairfield Cordelia Library customers after its grand opening include:

- The ability to pay fines and fees online.
- Notifying customers via email of overdue and holds.
- Allowing customers to register for library cards online.
- The use of thin client technology.
- Access and use of the County's online e-commerce services such as applying for dog licenses, building permits, applying for jobs with the County of Solano, and more.

These web-based software services will be designed and implemented so that users can transact "on-line" business from home or by using Library computers.

7. Appendices

Appendix A Solano County Library Facilities Master Plan

Appendix B Solano County Library Strategic Plan

Appendix C Fairfield-Suisun Unified School District Strategic Goals

Appendix D Solano County Library Three Year Library Technology Plan